

Date 16 Sep 2020

OFLC Ref Call of Duty Black Ops Cold War

Title 2000308

Other Known title(s) _____

Medium Console Game

Director (s) _____

Producer (s) _____

Country (ies) USA

Language (s) English

> CoD Cold War.

Doping before video. military stuff

set up for, walk w/ Adler & Woods.

"Nothing left to fear."

→ get gun from car boot, walk through alley. blood bursts

Make full shot strikes. Start, clicking gun, not used, cash, blood splatters in circles, naked or skin.

s9(2)(b)(ii)

Turkey observe airport, gunfight. car chase vs plane explosive, PC car blows up. plane, ships.

s9(2)(b)(ii)

Words: "Who the fuck is Putin?"

→ Briefing on Persens, nuclear threat. from Russian asset Reagan goes helping. doesn't care that these activities will be w/ Hudson. Legal. plans, durability etc. but in honorable talk yada yada.

Sw later.

s9(2)(b)(ii)

Fracture Jaw - mission in Vietnam, Da Nang, 1968.

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

inform: "they the fuck up" ff.

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

Game Crashes

s9(2)(b)(ii)

s9(2)(b)(ii)

s9(2)(b)(ii)

By (some) & g/fuc.

cl (no notes) or subs

s9(2)(b)(ii)

▷ s9(2)(b)(ii)
s9(2)(b)(ii)

fuck me f f f.

▷ s9(2)(b)(ii)
s9(2)(b)(ii)
s9(2)(b)(ii) s9(2)(b)(ii)

Game crashes

Skip to s9(2)(b)(ii)

▷ s9(2)(b)(ii)
s9(2)(b)(ii)

game crashes
... a lot ...

Skip ahead a bit s9(2)(b)(ii)

s9(2)(b)(ii) s9(2)(b)(ii)

s9(2)(b)(ii)

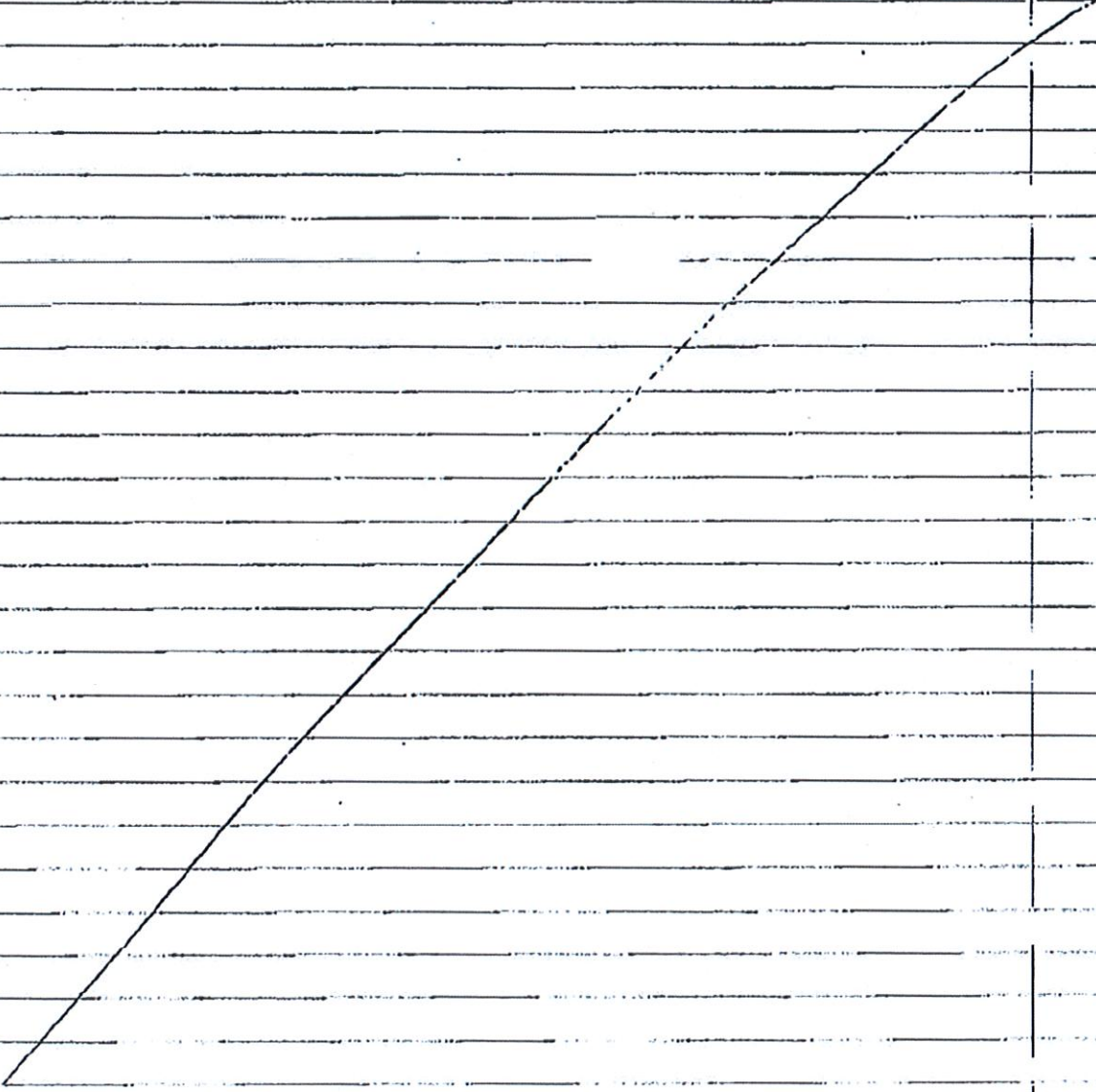
No deep or disarm present. in campaign (or at least, from what I used)
Zombie mode doesn't work...

Supplied video - shows same content as examined.
+ zombie mode occasional style waves
of zombie. body have
eg puffs. but focus on crowd and
destruction but limited
+ MP made footage + blood as waves
incl. exploding + grabbing
brief blood list of
chunky bits.

s9(2)(b)(ii)

(checked against)

Q



CONSIDERATION SHEET

OFLC ref: 2000308.000

Submission channel: s12(1)

Title of publication: Call of Duty Black Ops Cold War

Other known title: Not stated

Medium: Console Game

Distributor: Total Interactive

Country of origin: United States

Language: English

Applicant: Film & Video Labelling Body

Examination transcript No: 763

Examination date: 17 September 2020

Other identifying information:

COMPONENTS OF FILM

Components of film originally examined:

	Components	Running time
Game:	Call of Duty Black Ops Cold War	
Total running time:		

Components of film excised:

**CONSIDERATION OF THE PUBLICATION UNDER THE FILMS,
VIDEOS, AND PUBLICATIONS CLASSIFICATION ACT 1994 (FVPC ACT)**

Description

Call of Duty Black Ops Cold War is a first person shooter set during Cold War era of the 20th Century. Its campaign follows an elite group of soldiers as they are granted extrajudicial powers by President Reagan to do what they must and stop the Russian agent known as Perseus from using stolen nuclear weapons. Along the way players will battle against numerous hostile forces, stealth sequences, with a bombastic action movie tone. Alongside this single player story, the game features a comprehensive suite of competitive and co-operative multiplayer modes, including the popular Warzone battle royale mode, and the horror-themed Zombies mode. A pre-release version of the game was examined on the PlayStation 4 alongside supplied video. The final game is set to also be released Xbox One and PC as well as the upcoming PlayStation 5 and Xbox Series X|S consoles.

Section 3(1): the Subject Matter Gateway

Does the publication describe, depict, express, or otherwise deal with matters such as:

— Sex¹

✓ Horror

The Zombies mode adds a horror component in its presentation of the ravenous undead, although the arcade-like aspects of health-bars, damage numbers and elemental power-ups helps limit the horror tone. Moreover, as a challenging survival mode, there is little time to dwell on creating tension or dread as players quickly focus on managing the zombie horde and co-ordinating with their allies to survive.

— Crime

✓ Cruelty

¹ Note that a publication can be found to deal with a matter such as sex if (a) the publication is or contains 1 or more visual images of 1 or more children or young persons who are nude or partially nude; and (b) those 1 or more visual images are, alone, or together with any other contents of the publication, reasonably capable of being regarded as sexual in nature. (s 3(1A)).

Section 3(1): the Subject Matter Gateway	
Considered with violence under s3(3)(a)(i) below.	
✓	Violence
Violence and related cruelty are considered under s3(3)(a)(i) below.	
—	None of the above, <u>proceed to s 3A and s 3B</u>

Section 3(2): Certain publications are "deemed to be objectionable"	
Does the content of the publication raise any of these issues? If it does, discuss, and conclude whether the publication promotes or supports, or tends to promote or support, that matter.	
—	s 3(2)(a) The exploitation of children or young persons for sexual purposes
—	s 3(2)(b) The use of violence or coercion to compel a person to participate in, or submit to, sexual conduct
—	s 3(2)(c) Sexual conduct with or upon the body of a dead person
—	s 3(2)(d) The use of urine or excrement in association with degrading or dehumanising conduct or sexual conduct
—	s 3(2)(e) Bestiality
—	s 3(2)(f) Acts of torture or the infliction of extreme violence or extreme cruelty
✓	None of the above

Section 3(2): Certain publications are "deemed to be objectionable"

If the publication promotes or supports (or tends to) any of these matters, could excisions be used to remove the problematic content?

—

Yes. Consider the rest of the publication under s 3(3) and s 3(4) and discuss the required excisions in the conclusion.

—

No. The publication is deemed to be objectionable. Proceed to Conclusion

Section 3(3): Matters to be given particular weight

If any of the following criteria apply, discuss in terms of the extent and degree to which, and the manner in which, the publication:

✓

s 3(3)(a)(i) Deals with the infliction of torture, serious physical harm, significant cruelty

As a first person shooter Cold War primarily deals with acts of violence and related cruelty. However the bulk of the game in both single player and multiplayer revolves around shooting hostile combatants with a variety of weapons and explosives. Armed with military weapons like pistols, shotguns, machineguns and sniper rifles, players shoot many human opponents to bloody effect. Blood spurts with each bullet impact, and may splatter across the nearby environment. Bodies recoil from the blasts, and on death the opponents fall to the ground. In some cases, there are longer death animations, where enemies will clutch at themselves as they fall. While this adds a cruel sense of wounding, their swift deaths ensure they do not appear to suffer. While the game allows for post-mortem damage in terms of additional blood spray, there is no impetus to do.

In some cases during the campaign, the game will highlight the deaths of notable characters with a brief 'bullet cam' where the camera follows the bullet and shows a slow-motion close up as blood spurts from both entry and exit wounds.

Closer scenes of violence also arise from melee attacks. There is quite a range of these swift animations, as the player's character delivers swift blows, slashes and stabs, and close up gun blasts. Some of the violence inflicted includes a knife stab under the chin to the brain, some quick slashes to the tendons at the back of the knee, a pistol shot to the forehead, and repeated pistol shots to the torso. Blood splatters their clothes and spurts from their bodies. While this is intensified by the close proximity, the violent animations remain brief. One darkly amusing animation has the enemy pushed away holding a live grenade. They briefly juggle it like a hot potato before the blast kills them.

Alongside this frequent bloody violence, there are some depictions of gore. The use of explosive weaponry such as a rocket launcher, allows for some explosive dismemberment. This results in a cloud of blood and some fleshy bits to fly apart as the body is disintegrated. Molotov cocktails or explosive barrels will also set enemies alight. They flail at the flames for a short time, which adds a

Section 3(3): Matters to be given particular weight

brief element of cruelty. The Zombies mode also features a significantly greater extent of bodily harm, albeit tempered by their deathly appearance and inhuman animations. Here, gunfire blasts away heads and limbs, leaving blood spurting from the stumps.

—	s 3(3)(a)(ii) Deals with sexual violence or sexual coercion, or violence or coercion in association with sexual conduct
—	s 3(3)(a)(iii) Deals with other sexual or physical conduct of a degrading or dehumanising or demeaning nature
—	s 3(3)(a)(iv) Deals with sexual conduct with or by children or young persons
—	s 3(3)(a)(v) Deals with physical conduct in which sexual satisfaction is derived from inflicting or suffering cruelty or pain
—	s 3(3)(b) Exploits the nudity of children or young persons
—	s 3(3)(c) Degrades or dehumanises or demeans any person
—	s 3(3)(d) Promotes or encourages criminal acts or acts of terrorism
—	s 3(3)(e) Represents that members of any particular class of the public are inherently inferior to other members of the public by reason of an characteristic that is a prohibited ground of discrimination specified in s 21(1) of the Human Rights Act 1993
—	The publication doesn't deal with any s 3(3) criteria

Section 3A:

Does the publication contain highly offensive language to such an extent or degree that it is likely to seriously harm viewers under a certain age? Yes
 No

Discuss (including any necessary consideration of offensive language that is not 'highly offensive' or any highly offensive language which is not likely to cause serious harm to young viewers):

The game contains a moderate amount of highly offensive language. The expletive "fuck" and its variants, are primarily used for emphasis in tense situations, and to a lesser extent in an aggressive manner. With repeated exposure to such language, there is an increased risk of emulation by younger audiences, who may suffer social harms such as alienation or intimidation if imitated.

Section 3B:

Does the publication contain any of the following material?

— Harm to a person's body, including self-inflicted death, self-mutilation or harmful body modification (other than any already discussed under s 3(3) criteria).

— Conduct that, if imitated, would pose a risk of serious harm to self or others (other than any already discussed under s 3(3) criteria).

— Physical conduct of a degrading, dehumanising or demeaning nature (other than any already discussed under s 3(3) criteria).

— Visual images of a person's body that alone or with any other contents of the publication are of a degrading, dehumanising or demeaning nature (other than any already discussed under s 3(3) criteria).

None of the above

Section 3B:

Does the extent and degree of the material make the publication likely to cause any of the following harms to young people under a specified age because of their general levels of emotional and intellectual development and maturity?

- Cause them to be greatly disturbed or shocked
- Increase significantly the risk of them killing, or causing serious harm to, themselves, others, or both
- Encourage them to treat or regard themselves, others, or both, as degraded, dehumanised or demeaned.

Discuss likely harm/s or why the content is unlikely to cause these harms:

Submissions & consultations (if applicable)

—	Consultation or enquiries required under s 21
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—	Submissions received from interested parties under s 20
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Any other information to be taken into account (if relevant)

(e.g. previous OFLC decisions, decisions of other classification bodies, research, books, articles, reviews, etc.)

Conclusion

- In addition to all of the above matters, consider relevant s 3(4) matters: the dominant effect of the publication, character of the publication (including any merit, value or importance), impact of the medium, intended or likely audience, intended purpose, and any other relevant circumstances relating to its use
- Identify any likely injury to the public good from the unrestricted availability of the publication
- Determine the classification, taking into account the New Zealand Bill of Rights Act 1990 (NZBORA) and the need to impose the least restrictive limitation on the right to freedom of expression that will prevent injury to the public good

Ultimately, *Call of Duty Black Ops Cold War* is a game of dramatic military exploits, and repetitive violence. Its near-constant stream of bloody combat violence is likely to be shocking to younger audiences, while the horror and gore is also likely to prove disturbing to them. This repetitive violence also poses a risk of inuring impressionable audiences to violence in general. As a result, the unrestricted availability of the publication is likely to be injurious to the public good. However, the intended audience of older teenagers and adults have the maturity and media literacy to reconcile this continuous violence as the military fantasy it is. Balancing these harms against the right to freedom of expression as set out in the New Zealand Bill of Rights Act 1990, a restriction on the availability of the publication to older teenagers and adults is the lowest reasonable restriction which can be applied in order to prevent injury to the public good. Therefore *Call of Duty Black Ops Cold War* is classified as objectionable unless its availability is restricted to persons who have attained the age of 16 years.

Classification

R16

Descriptive note to cover: Graphic violence and offensive language

Excisions (if applicable)

Display conditions (restricted publications only)

Are display conditions necessary?

Yes

	<input checked="" type="checkbox"/> No
Reason for any display conditions:	

CLASSIFICATION OFFICE DECISION

Title of publication: Call of Duty Black Ops Cold War

Other known title(s): Not stated

OFLC ref: 2000308.000

Medium: Console Game

Distributor: Total Interactive

FVLB Applicant: Total Interactive

Country of origin: United States

Language: English

Applicant: Film & Video Labelling Body

Classification:	Objectionable except if the availability of the publication is restricted to persons who have attained the age of 16 years.
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Excisions: No excisions recommended

Descriptive note: Contains graphic violence and offensive language.

Display conditions: None

Date of entry in Register: 17 September 2020

Date of direction to issue a label: No direction to issue a label has been issued

Date of notice of decision: No notice of decision has been issued

	Components	Running time
Game:	Call of Duty Black Ops Cold War	
Total running time:		

Summary of reasons for decision:

Not applicable

SUMMARY OF REASONS FOR DECISION

Under the Films, Videos, and Publications Classification Act 1993 (FVPC Act)

HEADNOTE

Title of publication:	Call of Duty Black Ops Cold War
Other known title(s):	Not stated
OFLC ref:	2000308.000
Medium:	Console Game
Classification:	Objectionable except if the availability of the publication is restricted to persons who have attained the age of 16 years.
Descriptive note:	Contains graphic violence and offensive language.
Display conditions:	None

Call of Duty Black Ops Cold War is a first person shooter set during the Cold War era of the 20th Century. Its campaign follows an elite group of soldiers as they are granted extrajudicial powers by President Reagan to do what they must and stop the Russian agent known as Perseus from using stolen nuclear weapons. Along the way players will battle against numerous hostile forces and navigate stealth sequences, with a dramatic action movie tone. Alongside this single player story, the game features a comprehensive suite of competitive and co-operative multiplayer modes, including the popular Warzone battle royale mode, and the horror-themed Zombies mode. A pre-release version of the game was examined on the PlayStation 4 alongside supplied video. The final game is set to also be released Xbox One and PC as well as the upcoming PlayStation 5 and Xbox Series X|S consoles.

As a first person shooter *Cold War* primarily deals with matters of violence and related cruelty. The 'Zombies' mode also adds a horror component in its presentation of the ravenous undead, although the arcade-like aspects of health-bars, damage numbers and elemental power-ups helps limit the horror tone. Moreover, as a challenging survival mode, there is little time to dwell on creating tension or dread as players quickly focus on managing the zombie horde and co-ordinating with their allies to survive.

However the bulk of the game in both single player and multiplayer revolves around shooting hostile combatants with a variety of weapons and explosives. Armed with military weapons like pistols, shotguns, machineguns and sniper rifles, players shoot many human opponents to bloody effect. Blood spurts with each bullet impact, and may splatter across the nearby environment. Bodies recoil from the blasts, and on death the opponents fall to the ground. In some cases, there are death animations, where enemies will clutch at themselves as they fall. While this adds a cruel sense of wounding, their still swift deaths ensure they do not appear to suffer. The game does allow for post-mortem damage in terms of additional blood spray, but there is no purpose to it.

In some cases during the campaign, the game will highlight the deaths of notable characters with a brief 'bullet cam' where the camera follows the bullet and shows a slow-motion close up as

blood spurts from both entry and exit wounds.

Closer scenes of violence also arise from melee attacks. There is quite a range of these swift animations, as the player's character delivers blows, slashes and stabs, and close up gun blasts. Some of the violence inflicted includes a knife stab under the chin to the brain, some quick slashes to the tendons at the back of the knee, a pistol shot to the forehead, and repeated pistol shots to the torso. Blood splatters their clothes and spurts from their bodies. While this is intensified by the close proximity, the violent animations remain brief. One darkly amusing animation has the enemy pushed away holding a live grenade. They briefly juggle it like a hot potato before the blast kills them.

Alongside this frequent bloody violence, there are some depictions of gore. The use of explosive weaponry such as a rocket launcher, allows for some explosive dismemberment. This results in a cloud of blood and some fleshy bits to fly apart as the body is disintegrated. Molotov cocktails or explosive barrels will also set enemies alight. They flail at the flames for a short time, which adds a brief element of cruelty. The Zombies mode also features a significantly greater extent of bodily harm, albeit tempered by their deathly appearance and inhuman animations. Here, gunfire blasts away heads and limbs, leaving blood spurting from the stumps.

In addition, the game contains a moderate amount of highly offensive language. The expletive "fuck" and its variants, are primarily used for emphasis in tense situations, and to a lesser extent in an aggressive manner. With repeated exposure to such language, there is an increased risk of emulation by younger audiences, who may suffer social harms such as alienation or intimidation if imitated.

Ultimately, *Call of Duty Black Ops Cold War* is a game of dramatic military exploits and repetitive violence. Its near-constant stream of bloody combat violence is likely to be shocking to younger audiences, while the horror and gore is also likely to prove disturbing to them. This repetitive violence also poses a risk of inuring impressionable audiences to violence in general. As a result, the unrestricted availability of the publication is likely to be injurious to the public good. However, the intended audience of older teenagers and adults have the maturity and media literacy to reconcile this continuous violence as the military fantasy it is. Balancing these harms against the right to freedom of expression as set out in the New Zealand Bill of Rights Act 1990, a restriction on the availability of the publication to older teenagers and adults is the lowest reasonable restriction which can be applied in order to prevent injury to the public good. Therefore *Call of Duty Black Ops Cold War* is classified as objectionable unless its availability is restricted to persons who have attained the age of 16 years.

Note:

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Addressees for Call of Duty Black Ops Cold War

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Film & Video Labelling Body

Organisation
Address: [dropdown]
Addressee Role: Applicant
Applicant to Labelling Bod ^
Artist v
Author

Create Document
Select Document: [dropdown]


Total Interactive

Organisation Contact Name: Lydia Ranford
Address: Unit 5/59 Corinthian Drive Albany Auckland, New Zealand
Addressee Role: Applicant Email: lydia@totalinterac tive...
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Artist v
Author

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Outline

 **Decision for Call of Duty Black Ops Cold War**

2000308.000 Console Game

* Classification Type:	Standard	Publication Status:	Decision Registered
No Exclusions Decision:			
Classification Body:	OFLC	Version Number:	<input type="text" value="1"/>
* Standard Classification:	<input type="text" value="R16"/>		
Descriptive Note:	<input type="text" value="Graphic violence and offensive language"/>		
Summary of Reasons for Classification (Register Page):	<input type="text" value="Not applicable"/>		
Date Decision Registered:	17/09/2020		
Additional Information:	<input type="text"/>		

Display Conditions


27(5) Display Conditions:

27(5) Display Conditions on any film poster:

Batched Publications for Written Reasons

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Decisions for Call of Duty Black Ops Cold War

2000308.000 Console Game

Decision Summary

Clone Con Sheet

Create Date	Body	Classification	Type	Exclusion Status
17/09/2020	<u>OFLC</u>	Objectionable except if the availability of the publication is restricted to persons who have attained the age of 16 years.	No Exclusions	

Consultation

Consultation Required:


Create Document

Select Document:

Generated Documents

Consideration Sheet	
s12 Summary of Reasons	
Register Page	

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 **Publication History for Call of Duty Black Ops Cold War**

2000308.000 Console Game


Status History

Status	User Name	Date
Decision Registered	s9(2)(a)	17/09/2020
Classified & Signed	s9(2)(a)	17/09/2020
Decision Affirmed	s9(2)(a)	17/09/2020
Draft Complete	s9(2)(a)	17/09/2020
Drafting Decision	s9(2)(a)	17/09/2020
Examined	s9(2)(a)	17/09/2020
Examining	s9(2)(a)	16/09/2020
Queued	s9(2)(a)	15/09/2020
Logged	s9(2)(a)	11/09/2020

Publication Movements

Movement	User Name	Date	Notes
Pub Received	s9(2)(a)	15/09/2020	emailed links today to games
Final Docs Dispatched	s9(2)(a)	17/09/2020	by s9(2)(a)
Direction Emailed to LB	s9(2)(a)	17/09/2020	
Disposal Action Destroy	s9(2)(a)	18/09/2020	

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Publication Outline for Call of Duty Black Ops Cold War



URGENCY MET

Print Summary

Publication Number: 2000008.000

* Publication Title:

Other Known Titles:

* Submission Channel: s12(1) * Medium: Console Game

Is Associated Advertising:

Language:

- Abkhazian ^
- Afar v
- Afrikaans
- Albanian

Add >> << Remove

English

Country of Origin:

- Afghanistan ^
- Albania v
- Algeria
- American Samoa

Add >> << Remove

United States

Film Festival Name:

CRN: Date of Court Order:

Publication Status: Assigned To:

Examination Transcript No: ISBN:

Record Source: CDA

File Notes

Remove Print Add

Select	Date	Created By	File Note
<input type="checkbox"/>			


Fee Details

Expected Fee (\$):	1431.10	Base Fee (\$):	1431.10
Less (-):		Plus (+):	
Fee Waiver:		Urgency Amount (\$):	
		Recovery (\$):	

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Requests for Call of Duty Black Ops Cold War

2000308.000 Console Game

Request No.	Request Type	Status	Status Date	Applicant
R2000307	<u>Urgency</u>	Granted	16/09/2020	Film & Video Labelling Body

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Outline
Status History

Outline for Urgency

Request No.: R2000307

Request Type: Urgency Date Created: 16/09/2020

Reason for Application:

* Request Status: Status Date: 16/09/2020

Reason for Decision:

Publication Details

2000308.000 [Call of Duty Black Ops Cold War](#) Console Game

- Applicant Details
- Applicant to Labelling Body Details
- Upload Document

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Publication Versions for Call of Duty Black Ops Cold War

2000308.000 Console Game

Version 1

Publication Copied: Date Copied:

Type	Description	Running Time	
		Mins	Secs
<input type="checkbox"/> Game	Call of Duty Black Ops Cold War	<input type="text"/>	<input type="text"/>

Total Running Time

Create Document

Select Document:

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s9(2)(a)

From: Nicola Denney <nicola@fvb.org.nz>
Sent: Wednesday, 16 September 2020 6:03 PM
To: Games
Subject: Automatic reply: Call of Duty Cold War

Hi

I am on annual leave until Monday 21st September. I will respond to your email on my return.

s9(2)(a)

From: s9(2)(a)
Sent: Wednesday, 16 September 2020 1:34 PM
To: s9(2)(a)
Subject: Call of Duty urgency - approved now

Yep she forgot all good now

s9(2)(a)

Ngā mihi

TE MANA WHAKAATU

**Classification
Office**

Work days mon-wed



s9(2)(a) Technical Assistant | Receptionist
Classification Office | Te Mana Whakaatu
DDI +64 4 471 6770 www.classificationoffice.govt.nz

 RE: Call of Duty Black Ops Cold War

Sent: 17 September 2020 16:57

From: Sharon

To: s9(2)(a)

Thanks s9(2)(a)  

-----Original Message

From: s9(2)(a) <[s9\(2\)\(a\)@classificationoffice.govt.nz](mailto:s9(2)(a)@classificationoffice.govt.nz)>
Sent: Thursday, 17 September 2020 4:28 PM
To: Nicola Denney <nicola@fvlb.org.nz>
Subject: Call of Duty Black Ops Cold War

Hi Nicola

Please find attached a copy of the Classification Decision for the game Call of Duty Black Ops Cold War . The Classification Office directs the Film & Video Labelling Body under s 36 of the Films, Videos, and Publications Classification Act 1993 to issue a label for this publication.

Regards

s9(2)(a)

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s9(2)(a)

From: Nicola Denney <nicola@fvlb.org.nz>
Sent: Monday, 14 September 2020 4:51 PM
To: Submissions; Games
Subject: FW: Introduction
Attachments: PS4 USB Installation Tutorial.docx; Boot Parameters.jpg; Release.jpg; Black Ops 4 logo.jpg

Hi

Total Interactive asked me to forward this email through to you as they received a bounceback message.

Kind Regards
Nicola

Nicola Denney
Assistant General Manager



**Film & Video
Labelling Body**

www.fvlb.org.nz | Stables Building, Site 3, 30 St Benedict's Street, Newton, Auckland 1010, New Zealand | DDI +64 9 300 4861 | Mob [s9\(2\)\(a\)](tel:s9(2)(a))



PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

From: Mark Hughes
Sent: Monday, 14 September 2020 4:22 PM
To: Nicola Denney ; Games@classificationoffice.govt.nz
Cc: Mark Goodacre
Subject: RE: Introduction

Hello Nicola & OFLC,

I am currently in the process of sending you 3 files for the Call of Duty Cold War game. These will come through from the IBM Aspera software. Please note the file is large, 134 GB & my system is telling me it will finish uploading around 5PM.

You will need a suitable USB stick.

File "PS4UPDATE-testkit-GEN3-7_550_001.PUP" is the software version you will need to load to your PS4 Debug test kit.

Instructions for manually updating the PS4 System Software using Safe Mode are:

1. Using a PC or Mac, create a folder on the FAT32 USB named "PS4". Inside that folder, create another folder named "UPDATE".
2. Download the update file and save it in the "UPDATE" folder. Save the file with the file name "PS4UPDATE.PUP".
3. Ensure that the "PS4" folder is at the root of the USB storage device, and not contained in another folder: USB (D:) > PS4 > UPDATE.

4. Connect a PS4 controller (using a USB cable) and the USB drive to the PS4 system.
5. Start the PS4 system in Safe Mode: press and hold the power button, releasing after the second beep.
6. Select Safe Mode option 3 "Update System Software".
7. Select [Update from USB Storage Device] > [OK].
8. If your PS4 system does not recognise the update file, check that the folder names and file name are correct.

Please go into the Debug menu, go to "Boot Parameters" You need to take it off "Release Mode" & change to "Assist Mode". See photo attached.

File [REDACTED] s9(2)(b)(ii) AND [REDACTED] s9(2)(b)(ii)
[REDACTED] s9(2)(b)(ii) are the game files.

You will need to format a large capacity USB into exFat and the word document attached shows you how to install them on your PS4 debug

Once downloaded you need to click on the Black Ops 4 logo, not the call of duty Alpha logo. See photo. Once you do this the next page will look like photo "Release" select the 2nd option down "Release :cod Release.elf"

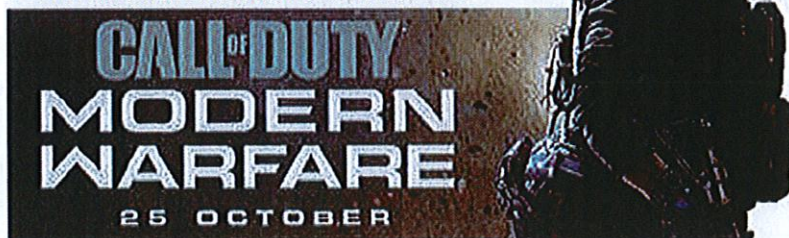
Make your way through to the campaign menu.

If you receive an error message you may have to create a new user by following this method, log out of your current user & then click log in as a new user. Click "create a user" you need to click "*Quick Sign Up". It will assign you a user name automatically.

If you have any problems please give me a call [REDACTED] s9(2)(a) Mark

MARK HUGHES
BUSINESS DEVELOPMENT MANAGER

PHONE: +64 09 476 8183 MOBILE: [REDACTED] s9(2)(a)
E-MAIL: MHUGHES@TOTALINTERACTIVE.CO.NZ



TOTAL INTERACTIVE
W6/69 CORINTHIAN DRIVE, ALBANY, AUCKLAND, NEW ZEALAND

s9(2)(a)

From: Games
Sent: Wednesday, 16 September 2020 6:02 PM
To: 'Mark Goodacre'
Subject: RE: Call of Duty - Cold War

Thanks Mark,

Hopefully see you next year!

s9(2)(a)

From: Mark Goodacre [mailto:mgoodacre@totalinteractive.co.nz]
Sent: Wednesday, 16 September 2020 12:41 PM
To: Games
Subject: RE: Call of Duty - Cold War

Hi s9(2)(a)

Sorry I can't be down there with you playing the game. I couldn't book any flights to Wellington last week, now there seems to be hundreds. You probably wouldn't want to sit in a room for 6 hours with an Aucklander anyway haha.

If you have any further issues please do not hesitate to contact me.

Cheers,
Mark



MARK GOODACRE

Director

t +64 09 476 8183 m s9(2)(a)

Unit 5/59 Corinchiian Drive, Albany
totalinteractive.co.nz

From: Games <Games@classificationoffice.govt.nz>
Sent: Wednesday, 16 September 2020 11:55 AM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi Mark,

The game is working now, but for reference:

Yes that's our IP, the console is updated to 7.55, always runs Assist mode & I've launched the correct app & elf

It seems that I needed to wait (a while) for it to pre-load before attempting to select the mission, instead of being able to select the mission and have it just load.

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Wednesday, 16 September 2020 11:30 AM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War
Importance: High

Hi s9(2)(a)

Just to check you are located at IP address s9(2)(a) You can use this site to check <https://www.whatismyip.com/>

Also the highlighted items below are important. Please confirm that you have done all of these. These are the steps we took and we were able to play it. The Create new user /Quick sign up step is important. It would NOT work for me using already existing user PSN accounts.

I am 100% available all day to get this sorted as it is a big priority for us so you can ring me s9(2)(a)

File "PS4UPDATE-testkit-GEN3-7_550_001.PUP" is the software version you will need to load to your PS4 Debug test kit.

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File s9(2)(b)(ii) AND s9(2)(b)(ii)

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If you receive an error message you may have to create a new user by following this method, log out of your current user & then click log in as a new user. Click "create a user" you need to click "*Quick Sign Up". It will assign you a user name automatically.

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Wednesday, 16 September 2020 11:03 AM

To: Mark Hughes <MHughes@totalinteractive.co.nz>

Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>

Subject: RE: Call of Duty - Cold War

Ugh my apologies, I definitely wrote a full email :/

Basically the game crashes whenever I try to select a mission with error code:

CE-34878-0

This happens when connected to the internet and when not.

I'm setting up for a reinstall just in case there was an issue, but if you have any further insight that would be great.

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]

Sent: Wednesday, 16 September 2020 8:50 AM

To: Games <Games@classificationoffice.govt.nz>

Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>

Subject: RE: Call of Duty - Cold War

Morning **s9(2)(a)**

It looks like you may have hit send before finishing the below email? I am not sure what you mean by "However, CE"? Please give me a call or email ASAP if you are having a problem.

Mark

From: Games <Games@classificationoffice.govt.nz>

Sent: Tuesday, 15 September 2020 7:08 PM

To: Mark Hughes <MHughes@totalinteractive.co.nz>

Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>

Subject: RE: Call of Duty - Cold War

Hi Mark,

Game is installed, and loading the game via codrelease.elfworks fine.

However, CE

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]

Sent: Tuesday, 15 September 2020 1:00 PM

To: Games <Games@classificationoffice.govt.nz>

Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>

Subject: RE: Call of Duty - Cold War

Thanks for letting me know **s9(2)(a)**

Please note it is advised to have no other files or folders on the USB stick when installing the PS4 test kit operating software unrelated to this file. File "PS4UPDATE-testkit-GEN3-7_550_001.PUP"

If you have any problems with the instructions or the game you can call me any time on **s9(2)(a)**

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Tuesday, 15 September 2020 12:52 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty Cold War

Hi Mark,

Yes this was received thank you, I'm just a bit delayed but will be downloading it soon.

Hi Mark,

Game installed and loads into the menus via codrelease.elf

However trying to load any of the levels crashes with a 'CE-34878 0' error.

We're on PS4 FW 7.55, and this was tested both with and without an internet connection.

If you have any thoughts on how to resolve this?

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Tuesday, 15 September 2020 10:53 AM
To: Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>
Subject: Call of Duty Cold War
Importance: High

Hi Nicola & Games Classification,

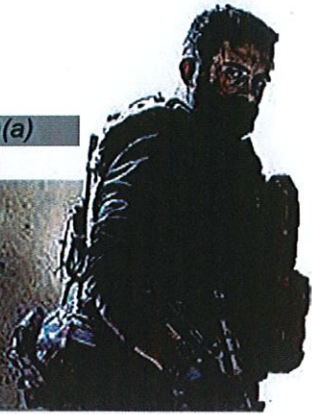
I just wanted to check that the email Games@classificationoffice.govt.nz had received a link to the 3 download files for Call of Duty - Cold War. Please be aware that it is 135 GB & I imagine it will take around 2 hours to download. Transferring them to USB & then uploading to the PS4 will also take some time.

If you have any problems with the instructions or the game you can call me any time on **s9(2)(a)**.

Mark

MARK HUGHES
BUSINESS DEVELOPMENT MANAGER

PHONE: +64 09 476 8183 MOBILE: s9(2)(a)
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TOTAL INTERACTIVE
W5/59 CORINTHIAN DRIVE, ALBANY, AUCKLAND, NEW ZEALAND

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s9(2)(a)

From: Mark Hughes <MHughes@totalinteractive.co.nz>
Sent: Thursday, 17 September 2020 2:55 PM
To: Games
Cc: Mark Goodacre; Nicola Denney
Subject: RE: Call of Duty - Cold War

Hi s9(2)(a) & Nicola,

Thank you very much! That is fantastic news.

Mark

From: Games
Sent: Thursday, 17 September 2020 2:33 PM
To: Mark Hughes ; Games
Cc: Mark Goodacre ; Nicola Denney
Subject: RE: Call of Duty - Cold War

Yes it'll be done by tomorrow, but we're aiming sooner :)

We've had the meeting about it and it will be classified as **R16 Graphic violence and offensive language**, with the final documents to follow.

Back to typing!

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Thursday, 17 September 2020 2:18 PM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Hi s9(2)(a)

Sooner is always better however tomorrow is the deadline Xbox have given us. Do you think this is possible?

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Thursday, 17 September 2020 1:56 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>; Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Just to clarify do you need this by End of Day today or tomorrow?

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Thursday, 17 September 2020 1:52 PM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

H s9(2)(a)

Sorry to ask however is there any way the NZ rating will be completed by tomorrow? NZ is the last territory to rate & Xbox internationally have set tomorrow as the deadline stating if we cannot reach this the launch could be delayed in NZ.

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Wednesday, 16 September 2020 6:02 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi all,

While I was able to see through the campaign, it seems that the Zombies mode just doesn't work at all – is there a particular process I'm missing, or perhaps some ratings footage available for this mode?

Thanks,

s9(2)(a)

From: Games
Sent: Wednesday, 16 September 2020 11:55 AM
To: 'Mark Hughes' <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi Mark,

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It seems that I needed to wait (a while) for it to pre-load before attempting to select the mission, instead of being able to select the mission and have it just load.

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To: Games <Games@classificationoffice.govt.nz>

Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>

Subject: RE: Call of Duty Cold War

Importance: High

Hi **s9(2)(a)**

Just to check you are located at IP address **s9(2)(a)** You can use this site to check <https://www.whatismyip.com/>

Also the highlighted items below are important. Please confirm that you have done all of these. These are the steps we took and we were able to play it. The Create new user /Quick sign up step is important. It would NOT work for me using already existing user PSN accounts.

I am 100% available all day to get this sorted as it is a big priority for us so you can ring me **s9(2)(a)**

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Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>

Subject: RE: Call of Duty Cold War

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Basically the game crashes whenever I try to select a mission with error code:

CE 34878 0

This happens when connected to the internet and when not.

I'm setting up for a reinstall just in case there was an issue, but if you have any further insight that would be great.

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Subject: RE: Call of Duty - Cold War

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Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>
Subject: Call of Duty - Cold War
Importance: High

Hi Nicola & Games Classification,

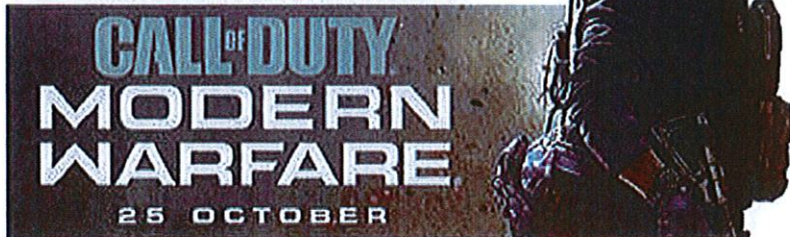
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Mark

MARK HUGHES
BUSINESS DEVELOPMENT MANAGER

PHONE: +64 09 476 8183 MOBILE: s9(2)(a)
E-MAIL: MHUGHES@TOTALINTERACTIVE.CO.NZ



TOTAL INTERACTIVE
W5/69 CORINTHIAN DRIVE, ALBANY, AUCKLAND, NEW ZEALAND

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s9(2)(a)

From: Mark Hughes <MHughes@totalinteractive.co.nz>
Sent: Tuesday, 22 September 2020 3:07 PM
To: Games
Subject: RE: Call of Duty - Cold War

Thank you s9(2)(a)

From: Games
Sent: Tuesday, 22 September 2020 3:02 PM
To: Mark Hughes
Subject: RE: Call of Duty - Cold War

Hi Mark,

As requested I've now deleted all copies and installs of Cold War & supplied materials. Again my apologies for the delay in doing so, as I was out of the office.

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Monday, 21 September 2020 12:54 PM
To: Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Thank you.

From: Games <Games@classificationoffice.govt.nz>
Sent: Monday, 21 September 2020 12:53 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Subject: RE: Call of Duty - Cold War

Hi Mark,

I'm away from the office today, but will be sure to delete the install when I get in to work tomorrow. In the meantime, please be assured that the test consoles are kept in a secure room on a secure floor.

I'll be in touch tomorrow to let you know I've erased it.

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Friday, 18 September 2020 1:30 PM
To: Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Thanks you for all your help s9(2)(a) With Activision announcing the game so late this year the pressure was on.

Activision asked me just to remind you that all content should be deleted, sure this just standard procedure for you anyway.

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Thursday, 17 September 2020 2:33 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>; Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
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Back to typing!

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Thursday, 17 September 2020 2:18 PM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Hi s9(2)(a)

Sooner is always better however tomorrow is the deadline Xbox have given us. Do you think this is possible?

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Thursday, 17 September 2020 1:56 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>; Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Just to clarify do you need this by End of Day today or tomorrow?

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Thursday, 17 September 2020 1:52 PM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Hi s9(2)(a)

Sorry to ask however is there any way the NZ rating will be completed by tomorrow? NZ is the last territory to rate & Xbox internationally have set tomorrow as the deadline stating if we cannot reach this the launch could be delayed in NZ.

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Wednesday, 16 September 2020 6:02 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi all,

While I was able to see through the campaign, it seems that the Zombies mode just doesn't work at all – is there a particular process I'm missing, or perhaps some ratings footage available for this mode?

Thanks,

s9(2)(a)

From: Games
Sent: Wednesday, 16 September 2020 11:55 AM
To: 'Mark Hughes' <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi Mark,

The game is working now, but for reference:

Yes that's our IP, the console is updated to 7.55, always runs Assist mode & I've launched the correct app & elf

It seems that I needed to wait (a while) for it to pre-load before attempting to select the mission, instead of being able to select the mission and have it just load.

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Wednesday, 16 September 2020 11:30 AM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War
Importance: High

Hi s9(2)(a)

Just to check you are located at IP address s9(2)(a) You can use this site to check <https://www.whatismyip.com/>

Also the highlighted items below are important. Please confirm that you have done all of these. These are the steps we took and we were able to play it. The Create new user /Quick sign up step is important. It would NOT work for me using already existing user PSN accounts.

I am 100% available all day to get this sorted as it is a big priority for us so you can ring me **s9(2)(a)**

File **"PS4UPDATE-testkit-GEN3-7_550_001.PUP"** is the software version you will need to load to your PS4 Debug test kit.

Instructions for manually updating the PS4 System Software using Safe Mode are:

1. Using a PC or Mac, create a folder on the FAT32 USB named "PS4". Inside that folder, create another folder named "UPDATE".
2. Download the update file and save it in the "UPDATE" folder. Save the file with the file name "PS4UPDATE.PUP".
3. Ensure that the "PS4" folder is at the root of the USB storage device, and not contained in another folder: USB (D:) > PS4 > UPDATE.
4. Connect a PS4 controller (using a USB cable) and the USB drive to the PS4 system.
5. Start the PS4 system in Safe Mode: press and hold the power button, releasing after the second beep.
6. Select Safe Mode option 3 "Update System Software".
7. Select [Update from USB Storage Device] > [OK].
8. If your PS4 system does not recognise the update file, check that the folder names and file name are correct. Please go into the Debug menu, go to "Boot Parameters" **You need to take it off "Release Mode"** & change to "Assist Mode". See photo attached.

File **s9(2)(b)(ii)** AND **s9(2)(b)(ii)**
s9(2)(b)(ii) are the game files.

You will need to format a large capacity USB into exFat and the word document attached shows you how to install them on your PS4 debug

Once downloaded you need to **click on the Black Ops 4 logo, not the call of duty Alpha logo**. See photo. Once you do this the next page will look like photo "Release" select the 2nd option down "Release :cod Release.elf"
Make your way through to the campaign menu.

If you receive an error message you may have to create a new user by following this method, log out of your current user & then click log in as a new user. Click "create a user" you need to click **"*Quick Sign Up"**. It will assign you a user name automatically.

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Wednesday, 16 September 2020 11:03 AM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Ugh my apologies, I definitely wrote a full email :/

Basically the game crashes whenever I try to select a mission with error code:

CE-34878-0

This happens when connected to the internet and when not.

I'm setting up for a reinstall just in case there was an issue, but if you have any further insight that would be great.

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Wednesday, 16 September 2020 8:50 AM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Morning s9(2)(a)

It looks like you may have hit send before finishing the below email? I am not sure what you mean by "However, CE"? Please give me a call or email ASAP if you are having a problem.

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Tuesday, 15 September 2020 7:08 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi Mark,

Game is installed, and loading the game via codrelease.elfworks fine.

However, CE

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Tuesday, 15 September 2020 1:00 PM
To: Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>
Subject: RE: Call of Duty - Cold War

Thanks for letting me know s9(2)(a)

Please note it is advised to have no other files or folders on the USB stick when installing the PS4 test kit operating software unrelated to this file. File "PS4UPDATE-testkit-GEN3-7_550_001.PUP"

If you have any problems with the instructions or the game you can call me any time on s9(2)(a).

Mark

From: Games <Games@classificationoffice.govt.nz>
Sent: Tuesday, 15 September 2020 12:52 PM
To: Mark Hughes <MHughes@totalinteractive.co.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>; Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Subject: RE: Call of Duty - Cold War

Hi Mark,

Yes this was received thank you, I'm just a bit delayed but will be downloading it soon.

Hi Mark,

Game installed and loads into the menus via codrelease.elf

However trying to load any of the levels crashes with a 'CE-34878-0' error.

We're on PS4 FW 7.55, and this was tested both with and without an internet connection.

If you have any thoughts on how to resolve this?

Thanks,

s9(2)(a)

From: Mark Hughes [<mailto:MHughes@totalinteractive.co.nz>]
Sent: Tuesday, 15 September 2020 10:53 AM
To: Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>
Subject: Call of Duty - Cold War
Importance: High

Hi Nicola & Games Classification,

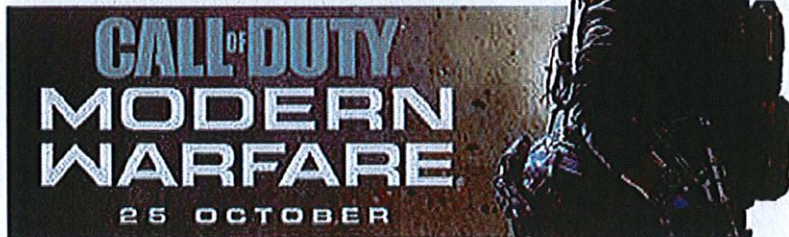
I just wanted to check that the email Games@classificationoffice.govt.nz had received a link to the 3 download files for Call of Duty - Cold War. Please be aware that it is 135 GB & I imagine it will take around 2 hours to download. Transferring them to USB & then uploading to the PS4 will also take some time.

If you have any problems with the instructions or the game you can call me any time on s9(2)(a)

Mark

MARK HUGHES
BUSINESS DEVELOPMENT MANAGER

PHONE: +64 09 476 8183 MOBILE: s9(2)(a)
E-MAIL: MHUGHES@TOTALINTERACTIVE.CO.NZ



TOTAL INTERACTIVE
W5/59 CORINTHIAN DRIVE, ALBANY, AUCKLAND, NEW ZEALAND

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s9(2)(a)

From: Games
Sent: Wednesday, 16 September 2020 11:30 AM
To: 'Mark Hughes'
Cc: Mark Goodacre; Nicola Denney; Games
Subject: RE: Call of Duty Cold War

Ok it seems as though I had to wait a while for it to load some stuff despite the menu being active.

Hopefully this will keep working!

Thanks,

s9(2)(a)

From: Games
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To: 'Mark Hughes'
Cc: Mark Goodacre ; Nicola Denney ; Games
Subject: RE: Call of Duty Cold War

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Subject: RE: Call of Duty - Cold War

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To: Nicola Denney <nicola@fvlb.org.nz>; Games <Games@classificationoffice.govt.nz>
Cc: Mark Goodacre <mgoodacre@totalinteractive.co.nz>

Subject: Call of Duty Cold War
Importance: High

Hi Nicola & Games Classification,

I just wanted to check that the email Games@classificationoffice.govt.nz had received a link to the 3 download files for Call of Duty - Cold War. Please be aware that it is 135 GB & I imagine it will take around 2 hours to download. Transferring them to USB & then uploading to the PS4 will also take some time.

If you have any problems with the instructions or the game you can call me any time on s9(2)(a)

Mark

MARK HUGHES
BUSINESS DEVELOPMENT MANAGER

PHONE: +64 09 476 8183 MOBILE: s9(2)(a)
E MAIL: MHUGHES@TOTALINTERACTIVE.CO.NZ



TOTAL INTERACTIVE
W5/69 CORINTHIAN DRIVE, ALBANY, AUCKLAND, NEW ZEALAND

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s9(2)(a)

From: s9(2)(a)
Sent: Wednesday, 16 September 2020 1:54 PM
To: s9(2)(a)
Subject: RE: Call of Duty urgency approved now

Thanks s9(2)(a)

Started the clock :)

From: s9(2)(a)
Sent: Wednesday, 16 September 2020 1:34 PM
To: s9(2)(a)
Subject: Call of Duty urgency approved now

Yep she forgot all good now

s9(2)(a)

Ngā mihi

TE MANA WHAKAATU

**Classification
Office**

Work days mon-wed

s9(2)(a) Technical Assistant | Receptionist
Classification Office | Te Mana Whakaatu
DDI +64 4 471 6770 www.classificationoffice.govt.nz

s9(2)(a)

From: s9(2)(a)
Sent: Friday, 11 September 2020 2:04 PM
To: Nicola Denney
Cc: Submissions; s9(2)(a); Games; s9(2)(a)
s9(2)(a)
Subject: RE: next week's scheduled pubs

Thanks for this update Nicola, no issues at our end.

From: Nicola Denney [mailto:nicola@fvlb.org.nz]
Sent: Friday 11 September 2020 11:02 AM
To: s9(2)(a)
Cc: Submissions ; s9(2)(a) Games
Subject: RE: next week's scheduled pubs

Hi s9(2)(a)

Thanks for the below.

Total Interactive have just advised they're having issues with getting flights to/from Wellington on the same day due to reduced services. They're looking into alternate ways to get the build to you for CALL OF DUTY but may have to look at driving down to deliver it. I've had to push their booking out to Wednesday for now to give them a bit more time and they'll get back to me on Monday about their solution. Hope this won't cause too many issues for you.

Kind regards
Nicola

Nicola Denney
Assistant General Manager



**Film & Video
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PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

From: s9(2)(a)
Sent: Thursday, 10 September 2020 4:05 PM
To: Nicola Denney <nicola@fvlb.org.nz>
Cc: Submissions <submissions@classificationoffice.govt.nz> s9(2)(a)
s9(2)(a)
Subject: next week's scheduled pubs

Hi Nicola

Here is the list for next week

Vikings has also just been queued but we'll leave this for next week.

YELLOWSTONE has been assigned so that two censors are taking a season each. These may take a couple of weeks to be classified.

CALL OF DUTY and THE CLIMB have also been assigned, they just haven't been queued in our system yet.

Cheers ☺

2000281.000	Alone	Film (online)
2000289.000	Laurel Canyon	DVD
2000289.001	Laurel Canyon	Slick
2000293.001	Mortal	Slick
2000293.000	Mortal	DVD
2000294.000	Waiting for the Barbarians	DVD
2000294.001	Waiting for the Barbarians	Slick
2000296.000	Yellowstone: Season Two (Disc 1)	Blu-ray disc
2000296.001	Yellowstone: Season Two (Disc 2)	Blu-ray disc
2000296.002	Yellowstone: Season Two (Disc 3)	Blu-ray disc
2000301.000	Yellowstone: Season One (Disc 1)	DVD
2000301.001	Yellowstone: Season One (Disc 2)	DVD
2000301.002	Yellowstone: Season One (Disc 3)	DVD
2000301.003	Yellowstone: Season One (Disc 4)	DVD
2000292.000	Alive	DVD
2000292.001	Alive	Slick
2000291.002	Sword Art online Alicization Part 2	Slick
2000291.000	Sword Art online Alicization Part 2: Disc 1	DVD
2000291.001	Sword Art online Alicization Part 2: Disc 2	DVD

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s9(2)(a)

From: Nicola Denney <nicola@fvlb.org.nz>
Sent: Monday, 14 September 2020 2:29 PM
To: Submissions; Games
Subject: RE: next week's scheduled pubs

Follow Up Flag: Follow up
Flag Status: Flagged

Hi

The build for CALL OF DUTY is now going to be sent to you by Mark Hughes at Total Interactive by Aspera.

Kind Regards
Nicola

Nicola Denney
Assistant General Manager



**Film & Video
Labelling Body**

www.fvlb.org.nz | Stables Building, Site 3, 30 St Benedict's Street, Newton, Auckland 1010, New Zealand | DDI +64
9 300 4861 | Mob s9(2)(a)



PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

From: Nicola Denney
Sent: Friday, 11 September 2020 11:02 AM
To: s9(2)(a)
Cc: Submissions ; s9(2)(a) Games
Subject: RE: next week's scheduled pubs

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Kind regards
Nicola

Nicola Denney
Assistant General Manager



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PLEASE CONSIDER THE ENVIRONMENT BEFORE YOU PRINT THIS E-MAIL

From: s9(2)(a)
 Sent: Thursday, 10 September 2020 4:05 PM
 To: Nicola Denney <nicola@fvlb.org.nz>
 Cc: Submissions <submissions@classificationoffice.govt.nz>; s9(2)(a)
s9(2)(a) s9(2)(a)
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Hi Nicola

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2000296.002	Yellowstone: Season Two (Disc 3)	Blu-ray disc
2000301.000	Yellowstone: Season One (Disc 1)	DVD
2000301.001	Yellowstone: Season One (Disc 2)	DVD
2000301.002	Yellowstone: Season One (Disc 3)	DVD
2000301.003	Yellowstone: Season One (Disc 4)	DVD
2000292.000	Alive	DVD
2000292.001	Alive	Slick
2000291.002	Sword Art online Alicization Part 2	Slick
2000291.000	Sword Art online Alicization Part 2: Disc 1	DVD

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s9(2)(a)

From: Games
Sent: Thursday, 10 September 2020 3:06 PM
To: 'Nicola Denney'
Subject: RE: Ready for OFLC CALL OF DUTY BLACK OPS COLD WAR

Thanks for the heads up!

s9(2)(a)

From: Nicola Denney [mailto:nicola@fvlb.org.nz]
Sent: Thursday, 10 September 2020 2:30 PM
To: Submissions
Cc: Games
Subject: Ready for OFLC - CALL OF DUTY BLACK OPS COLD WAR

Ready for OFLC Total Interactive Call of Duty Black Ops Cold War Activision 7/09/2020

The build will be hand delivered to your offices on Tuesday 15th September, around 9.30am

Kind Regards
Nicola

Nicola Denney
Assistant General Manager



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s9(2)(a)

From: Mark Hughes via Activision Content Transfer <actnotify@activision.com>
Sent: Monday, 14 September 2020 4:56 PM
To: Games
Subject: Received package: Call of Duty OFLC/NZ Age Rating Build

Dear Games@classificationoffice.govt.nz,

You received the following package:

Call of Duty OFLC/NZ Age Rating Build [Download](#)
Package Download Package Via Mobile App

From: Mark Hughes on 09/13/20 07:40 PM
Size: 134.2 GB in 3 files

The download link will expire 09/20/20 09:55 PM PDT.

s9(2)(a)

From: Mark Hughes via Activision Content Transfer <actnotify@activision.com>
Sent: Thursday, 17 September 2020 9:51 AM
To: Games
Subject: Received package: mhughes@totalinteractive.co.nz

Dear Games@classificationoffice.govt.nz,

You received the following package:

mhughes@totalinteractive.co.nz Download Package
Download Package Via Mobile App

From: Mark Hughes on 09/16/20 02:46 PM
Size: 3.8 GB in 1 file

Note:
Hi s9(2)(a) at 38.20 min you will see the Zombies section.

The download link will expire 09/23/20 02:50 PM PDT.